

Substance Use Disorder Clients' Rights

You have the right:

- To impartial access to treatment regardless of race, religion, sex, age, disability, ethnicity, sexual preference and ability to pay.
- To be treated with respect and courtesy by the staff, volunteers, board members and others.
- To present complaints or make suggestions without fear of reprisal.
- To be free from verbal and inappropriate sexual behavior, intellectual, emotional and /or physical abuse.
- To receive an individualized treatment plan, designed with their assistance, to meet their particular needs.
- To access of treatment files in accordance with Executive Order #B-22-76
- To consent or refuse to consent to being photographed, or having your voice recorded.
- To appeal discharge by making a verbal or written statement why they should not be discharged, to their counselor's supervision.

Where to submit a complaint: If you cannot resolve your complaint with the SUD Provider or do not feel comfortable speaking to your service provider then contact the State Department of Health Care Services (DHCS) directly.

Written Complaints:

Department of Health Care Services
Substance Use Disorder Services
P.O. Box 997413, MS# 2601
Sacramento CA 95877-7413
Fax: 916-440-5094

Telephone Complaints:

DMC Complaint (Program/Provider)
Toll-Free Number: (800) 822-6222
SUD Complaint Division (Facility)
Public Number: (916) 322-2911
Toll Free Number: (877) 685-8333

Electronic Complaint Submission:

SUD Compliance Division DHCS Resources secure online Complaint Form:
<http://www.dhcs.ca.gov/provgovpart/Pages/SUDS-Compliance.aspx>

State Fair Hearing Rights: If your complaint is related to a denial, involuntary discharge or reduction of SUD treatment services, you, the beneficiary, will need to contact the Dept. of Social Services State Hearing Division to request a review of the change in your eligibility:

Dept. of Social Services State Hearings Division
P.O. Box 944243, MS 9-17-37
Sacramento, CA 94244-2430
1-800-743-8525 or 1-855-795-0634

For assistance submitting a complaint, please contact the Butte County Patient's Rights Advocate at:
(530) 343-1731 or 1(800) 497-1445